

News and Information

from the Tennessee Division of Consumer Affairs

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FOR IMMEDIATE RELEASE

December 28, 1998

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TENNESSEE SETTLES WITH MAIL ORDER FULFILLMENT COMPANY OVER VIOLATIONS OF THE TENNESSEE CONSUMER PROTECTION ACT

The Tennessee Division of Consumer Affairs and the Tennessee Attorney General's Office have signed an assurance of voluntary compliance with a mail order fulfillment company over allegations of violating the Tennessee Consumer Protection Act.

National Fulfillment, Inc. is alleged to have failed to fulfill customers' orders in a timely manner, notify customers when their orders would not be fulfilled in a timely manner, and return prompt refunds. The Lebanon-based corporation, which is responsible for daily filling thousands of orders for businesses that market mail order products, is also alleged to have deposited consumers' checks, knowing that the orders could not be filled expeditiously. It is unknown how many consumers were affected by the alleged misleading activity, although the Division of Consumer Affairs received 372 written complaints during a four-year period.

While the company has admitted no wrongdoing, it has agreed to ensure that all consumers who have filed complaints will receive either their merchandise or refunds totaling \$17,098.67. In addition, the company has agreed to pay the State \$12,000 for the costs of the investigation and attorney's fees.

"We hope this agreement will satisfy consumers' complaints with regard to this company," Tennessee Attorney General John Knox Walkup said, "and we appreciate the company's cooperation in this matter."

Mark Williams, Director of the Tennessee Division of Consumer Affairs, said, "The mail order category is consistently one of the division's top complaint categories. This settlement will assure consumers that when they order products the orders will be fulfilled in a reasonable amount of time or that they will be given an option of a full refund."

Anyone who would like to file a complaint against National Fulfillment, Inc. should contact the Tennessee DCA at 500 James Robertson Parkway, Fifth Floor, Nashville, TN 37243-0600 or file a complaint at this site.